

**15 November 2004**

**Families First – TSP Notification**

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It has come to SDDC's attention that a certain number of Transportation Service Providers have been "double billing" Families First transactions by sending one invoice to PowerTrack/CWA and a second duplicate invoice directly to DFAS via the current program.

SDDC and DFAS have system safeguards in place to prevent such duplicate bills from being paid twice to the TSP. However, this practice of duplicate billing, whether intentional or not, is a direct violation of government billing policies. Any TSP that sends Families First invoices to both PowerTrack/CWA and DFAS will be reviewed by SDDC. Then, if deemed appropriate, SDDC will forward the TSP information to the attention of the Carrier Review Board to begin a formal investigation.

All TSP's are encouraged to review their current billing procedures to ensure that PowerTrack/CWA will receive Families First invoices, and DFAS will only receive current program invoices. As a reminder, the "bill to" field on every BoL will reflect the correct billing office.

Any TSP that would like to review its EDI invoicing process through PowerTrack, please contact the PowerTrack Help Desk at: (866) 561-6930 or e-mail at [powertrack@usbank.com](mailto:powertrack@usbank.com)

If you have any general questions regarding the Families First Program, please contact the CWA Help Desk at (703) 428-3230 DSN: 328 or e-mail at [CWA-helpdesk@sddc.army.mil](mailto:CWA-helpdesk@sddc.army.mil).

Thank you for your continued efforts in making the Families First program a success.